

**Bill To:**

State of Idaho

\*\*\*\*

Send invoices to the address listed  
below or as indicated in the  
comments or instructions field  
Boise, ID 83720-0075



## State of Idaho

THIS NUMBER MUST APPEAR  
ON ALL DOCUMENTS

Statewide Blanket Purchase Order  
CHANGE ORDER - 01

Statewide Blanket Purchase Order  
SBPO1306 - 01

**DELIVER TO:** State of Idaho Various Agencies  
Various State Agencies  
located throughout Idaho  
\*\*\*  
Various, ID 83701  
Mark.Little@adm.idaho.gov

Date: Sat Nov 01, 2008  
F.O.B: Destination  
Terms:

**VENDOR:** ONEVISION SOLUTIONS  
4545 Fuller Drive  
Suite 326  
Irving, TX 75038  
Attn: Sales  
Vendor Nbr:  
Emailed To: [mmeyer@onevisionsolutions.com](mailto:mmeyer@onevisionsolutions.com)  
Phone: 877 866-9800  
Fax: 972 580-8435  
Account Number: P00000073105

Start of Service Date Wed Oct 29, 2008

End of Service Date: Sun Sep 25, 2011

Solicitation#: [RFQ06982](#)  
DOC#: PREQ15409

## File(s) Attached:

- ☐ Price Sheet\_2\_ Monitors.xls
- ☐ Price\_List.xls
- ☐ Price\_Sheet.xls
- ☐ Price\_Sheet\_3.xls
- ☐ VTC\_PROJECT\_REQUIREMENTS\_V3\_1A.doc
- ☐ Attachment\_D\_Product\_Service\_Pricing.xls

Buyer: [ANTHONY OPALKA](#) 208-332-1603[Assign/Manage pCard](#)

Item No	Description	Quantity UOM	Unit Price	EXTENSION
000	BLANKET PURCHASE AGREEMENT ( line item particulars follow )	1 lot		320000.00
	Total:			320000.00
Blanket Comments:	<p>.....NOTICE OF STATEWIDE CONTRACT (SBPO) AWARD</p> <p>Contract for Video Conferencing Endpoint VTC Solutions, Tandberg, for the benefit of State of Idaho Agencies, institutions, and departments and eligible political subdivisions or public agencies as defined by Idaho Code, Section 67-2327. The Division of Purchasing or the requisitioning agency will issue individual releases (delivery or purchase orders) against this Contract on an as needed basis.</p> <p>Contract Title:..... Video Conferencing Endpoint VTC Solutions, Tandberg Contract Usage Type:.....Mandatory Use Public Agency Clause: .....Yes Contract Administration:.... Anthony Opalka ---Phone Number:.....208-332-1609 ---E-Mail:.....anthony.opalka@adm.idaho.gov</p> <p>Contractor's Primary Contact ---Attn:.....Ben Hall ---Address:.....4545 Fuller Drive, Suite 326 ---City, State, Zip:.....Irving TX 75036 Phone Number:..... 972-580-8435 Facsimile:..... 972-580-8435 E-Mail:..... bhall@onevisionsolutions.com</p> <p>CONTRACTOR: Ship to the FOB DESTINATION point and BILL DIRECTLY to the ORDERING AGENCY. DO NOT MAIL INVOICES TO THE DIVISION OF PURCHASING. Notating the Contract Award Number on any invoices/statement will facilitate the efficient processing of payment.</p>			
Item No	Description	Quantity UOM	Unit Price	EXTENSION
001	Statewide Video Conferencing Endpoint VTC Solutions, Tandberg ( 840-56 ) ( nt )	1 LOT	320000.00	320000.00

General Comments:	Modification 01 - Removes Enterprise Solutions Pricing and is replaced with the proper Endpoint Product Service Pricing (Attch D)
	QUANTITIES: The State of Idaho, Division of Purchasing can only give approximations of quantities and will not be held responsible for figures given in this document.
	Payment Address & Delivery Information:
	Same as above
	THIS CONTRACT, (including any files attached), CONSTITUTES THE STATE OF IDAHO'S ACCEPTANCE OF YOUR SIGNED BID, QUOTATION, OR OFFER (including any electronic bid submission), WHICH SUBMISSION IS INCORPORATED HEREIN BY REFERENCE AS THOUGH SET FORTH IN FULL.
In the event of any inconsistency, unless otherwise provided herein, such inconsistency shall be resolved by giving precedence in the following order:	
1. This Statewide Blanket Purchase Order document.	
2. The state of Idaho's original solicitation document.	
3. The Contractor's signed bid, quotation, or offer.	
INVOICES MUST BE SENT TO THE IDAHO ORDERING AGENCY.	

Instructions:	
Freight / Handling Included in Price	
	By: ANTHONY T. OPALKA

Department of Administration - State of Idaho

VENDOR NAME: OneVision Solutions

		Total Discount	MSRP
<b>PRODUCTS</b>			
<b>TANDBERG</b>			
<b>Core Products</b>	150 MXP, 1700MXP, 2000MXP, Movi Edge 95 MXP, Edge 85 MXP, Edge 75 MXP 550 MXP, 770 MXP, 1000 MXP 550 MXP for CallManager, 770 MXP for CallManager, 1000 MXP for CallManager, 2000 MXP for CallManager, 8000 MXP, 7000 MXP, 6000 MXP Profile, 3000 MXP Profile, Presenter Module MXP, Intern MXP, Media Place MXP 770, Tactical MXP, Compass MXP, Utility MXP, FieldView 3000 MXP HD Integrator Package, 6000 MXP HD Integrator Package	25.0%	Please see Price List (1)
	Maestro, 3000 MXP Portable, 6000 MXP Portable, 880 MXP, 990 MXP, Educator MXP, Media Place MXP 880, Media Place MXP 990	25.0%	Please see Price List (1)
	6000 MXP Codec, 3000 MXP Codec, MPS, MPS Options, MCU, MCU Options, Video Communication Server Border Controller, Gateway, Entrypoint, Gatekeeper, TMS, See and Share, Content Server, Codian Products, Codian Upgrades, Product Packages	25.0%	Please see Price List (1 & 3)
	Experia Telepresence	5.0%	Please see Price List (1)
<b>Software and Bandwidth Options and Upgrades</b>	Natural Presenter Package (NPP) Presenter Package (PP), MultiSite (MS) Bandwidth Options, Software & Bandwidth Upgrades	40.0%	Please see Price List (1)
<b>Spare Parts</b>	Video Switch (TVS), Cables, Cameras, All other	2.0%	Please see Price List (1)
<b>Add-ons</b>	Hardware add-ons, System Peripherals and Accessories	8.0%	Please see Price List (1)
<b>Professional Services</b>	TANDBERG Professional Services	2.0%	Please see Price List (1 & 3)
	TANDBERG Certification Courses	4.0%	Please see Price List (1 & 3)
	OneVision On-Site Installation and Training	10.0%	Please see Price List (1 & 3)
	directResponse Maintenance- 1 Yr	15.0%	Please see Price List (1 & 3)
	directResponse Maintenance- 3 Yr	20.0%	Please see Price List (1 & 3)
	directResponse Maintenance- 5 Yr	25.0%	Please see Price List (1 & 3)
<b>Peripherals</b>			
<b>Display Solutions</b>	<b>LG Monitors</b>	15-28%	Please see Price List (2)
<b>Assorted Peripherals</b>	<b>VCR/DVD, Document Cameras, Electronic WhiteBoards, etc</b>	2-10%	Please see Price List (1)
<b>Room-Based Conferencing</b>	<b>Consulting, Collaboration, Design, Project Management, Implementation and Training of Integrated Rooms Scenarios</b>	10-18%	Please see Price List (4)
<b>Carts</b>	<b>AVTEQ Carts</b>	10-15%	

**Department of Administration  
Division of Purchasing Request for Proposals for  
Video Teleconference Systems and Equipment**

**GENERAL INFORMATION**

**1.1 Scope of Purchase**

The purpose of this request is to purchase an MCU, traversal hardware, and management and scheduling software for installation on the State's core enterprise network as well as to establish a new statewide contract or contracts so State agencies as well as public entities and higher education users can obtain audio and video conferencing hardware, software and services, and in order to aggregate the State's buying power.

**1.2 Issuing Office & Submission of Questions**

This RFP is issued by the Division of Purchasing. The Division of Purchasing is the only contact for this RFP.

**Written questions and request for qualifications are to be submitted to:**

Anthony Opalka  
State of Idaho, Division of Purchasing  
PO Box 83720  
Boise, Idaho 83720-0075  
[Anthony.opalka@adm.idaho.gov](mailto:Anthony.opalka@adm.idaho.gov)

Verbal responses from the State are not binding upon the State. Written responses to questions will be amended to the RFP and shared with all other Proposers making offers to this proposal. Bidder's questions and the State's response will be incorporated into any resulting contract or contracts.

**OneVision Response: OneVision understands and complies.**

**1.3 Validity of Bid**

The terms, conditions and pricing contained in proposals submitted and received by the proposal due date must be valid for at least one hundred and twenty (120) calendar days after the proposal date of closing.

**OneVision Response: OneVision understands and complies.**

**1.4 Term of the Contract**

The initial term of any awarded contract will be three (3) years. Upon mutual agreement between the Division of Purchasing and the Contractor, the contract may be renewed for two (2) additional one (1) year terms. The total length of the contract shall not exceed five (5) years.

**OneVision Response: OneVision understands and complies.**

**1.5 Vendor Notifications**

Prior to the closing and opening of the solicitation, all vendor notifications will be released in sicomnet as amendments.

**OneVision Response: OneVision understands and complies.**

## 1.6 Governance

The Division of Purchasing will administer any awarded contract in cooperation with the office of the CIO. The office of the CIO generally will place all orders for the Enterprise operations of videoconferencing or for hardware required on the core network or for firewall traversal and will review all orders to purchase equipment placed by State agency Users. The office of the CIO and Agency Users will place equipment orders through the dedicated account representative assigned by the Contractor or through a Contractor supplied WEB portal. Public Entities higher education and K12 users, separately, will place orders using their own internal approval processes and ordering procedures.

**OneVision Response: OneVision understands and complies.**

## 2.0 SCHEDULE OF EVENTS

### Anticipated Procurement Schedule

Date of Solicitation	Date Posted to Sicomm.net
Deadline to Receive Written Questions on Specifications:	May 30, 2008
Anticipated Release of Amendment Answering Questions:	June 6, 2008
RFP Closing Date and Time:	June 23, 2008 5:00 pm (local)
RFP Opening Date and Time:	June 24, 2008 10:30 am (local)

**OneVision Response: OneVision understands and complies.**

## 3.0 DEFINITIONS

**Bidder:** A vendor who has submitted a proposal or quotation on specific property.

**Contract:** The agreement between the Contractor and the State. Contract shall be comprised of the Proposer's bid or proposal in its entirety, the RFP document and all attachments either written or electronic, and the terms and conditions set forth in the RFP within sicomm.net (stated and referenced).

**Contractor:** The Vendor to whom the State awards a Contract or Contracts for this purchase.

**DPW:** Division of Public Works

**Evaluated:** A requirement/specification that will receive evaluation points that will be used in determining the award(s).

**ITB:** Means an Invitation to Bid all documents, whether attached or incorporated by reference, utilized for soliciting formal sealed proposals.

**ITRMC:** Information Technology Resource Management Council. ITRMC reviews and evaluates the information technology and telecommunications systems presently in use by State agencies,

recommends and establishes statewide policies, and prepares statewide short and long-range information technology and telecommunications plans. For the purposes of this contract ITRMC Enterprise Standard S3130 applies and proposals must adhere to all protocols adopted by the International Telecommunication Union's (ITU) Telecommunication Standardization Sector (ITU-T) for established standards for video conferencing systems.

**Mandatory:** Where a specification states that compliance is mandatory, non-compliance will result in immediate disqualification and no further evaluation of the proposal will occur. The State reserves the right to determine whether the proposal meets the specification stated within this solicitation.

**State Agency User(s):** User(s) from all departments and institutions of state government referenced in Idaho Code § 67-5747(a)(i), including but not limited to departments, agencies, commissions, councils and boards, which may purchase hardware or software services under this ITB and any awarded contract.

**MCU:** Multipoint control unit (Bridge) a device for audio and videoconferencing that connects two or more audio-visual endpoints together into a single video or audio conference call.

**Must, Shall, Will:** Where the words “must”, “shall”, or “will” occurs, the words declare a mandatory requirement or specification upon the proposer. Failure to meet the mandatory requirement or specifications will deem the proposal non-responsive.

**PBFAC:** Permanent Building Fund Advisory Council.

**Property:** Goods, services, parts, supplies and equipment, both tangible and intangible, including, but nonexclusively, designs, plans, programs, systems, techniques and any rights and interests in such property. This term also includes concession services and rights to access or use state property or facilities for business purposes.

**Public Agency:** Has the meaning set forth in Idaho Code §67-2327. The term generally refers to any political subdivision of the state of Idaho, including, but not limited to counties; cities; school districts; highway districts; and port authorities; instrumentalities of counties, cities or any political subdivision created under the laws of the state of Idaho.

**Responsible Bidder:** A bidder who has the capability in all respects to perform fully the contract requirements, and the experience, integrity, perseverance, reliability, capacity, facilities, equipment, and credit which will assure good faith performance.

**Responsive Bidder:** A bidder that has submitted a timely bid or offer that conforms in all material respects with the submission and format requirements of the ITB, and has not qualified or conditioned their bid or offer.

**RFP:** Request For Proposal

**Sicomm.net or sicomm:** State's internet bid source provider [www.sicomm.net](http://www.sicomm.net) .

**State:** State of Idaho government.

**OneVision Response:** OneVision understands and complies.

## 4.0 METHOD OF EVALUATION AND AWARD

### 4.1 The Process

Upon opening the Division of Purchasing will inspect the bid for the following:

- That the bid was timely per the published closing date and time;
- That the bid includes a signed State of Idaho Signature page (attached in sicomm);
- That the bid has not been qualified by the bidder, meaning that the bidder has not conditioned their bid based upon the State accepting terms or conditions established by the bidder;
- That the cost proposal is present and sealed separately from the technical proposal;
- That the bid contains all required information;
- Other unforeseen conditions that might deem the bid non-responsive upon opening.

Purchasing will forward all responsive technical proposals to an evaluation team for evaluation. The team will be comprised of State employees. This team will evaluate and score all technical requirements and vendor's responses. Vendor's equipment schedules must include all manufacturers pricing, Proposers' percentage discount and all costs for purchasing, installing, training and maintenance. Proposers should also indicate on the attached equipment schedule what listed items will require a maintenance agreement. Pricing will be evaluated and scored after the technical evaluations have been completed.

**OneVision Response: OneVision understands and complies.**

### 4.2 Evaluation Codes

Each evaluated specification or requirement has an assigned code. The codes and their meanings are as follows:

**(M) - Mandatory Requirement. The bidder shall meet this requirement.** Within their proposal, Proposers are to detail how they meet the specification. The determination as to if the bidder meets the specification rest solely with the State. If the State determines that a bidder does not meet a mandatory requirement as specified, the bid shall be deemed non-responsive, and no further evaluation will occur. A letter of determination of non-responsiveness will be issued by the Division of Purchasing to the bidder, and the bidder shall be removed from further consideration. A bidder who has been deemed non-responsive does have certain appeal rights per State Statute 67-5733.

**(E) - Evaluated.** Proposers are expected to provide a comprehensive written response to the specifications. Points will be awarded based on the degree to which the Bidder meets the requirement. A Bidder not responding to an evaluated specification will receive zero points for that specification.

**OneVision Response: OneVision understands and complies.**

#### 4.3 CONSIDERATION and EVALUATION OF PROPOSALS

The State reserves the right to reject any or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, in its sole discretion.

Proposers will be evaluated on the basis of written proposals. The rating system as outlined below will be used in evaluation.

- 1) To receive consideration, each proposer must submit a written proposal in accordance with the criteria previously discussed. Proposals must be submitted to the Division of Purchasing by the deadline listed on the solicitation.
- 2) All proposals will be evaluated by a Selection Committee. If necessary the committee may select proposers to be invited for a formal interview.
- 3) If required, each interview will be approximately one hour in length. The proposer will be allowed up to 25-minute for a presentation, followed by a question and answer session. The format and content of the proposer's presentation will be left to the discretion of the proposer.
- 4) The Selection Committee will base its evaluation on the written proposal and the formal interview if conducted. The rating form used by the Selection Committee consists of a list of evaluation criteria that are weighted according to the criteria's overall importance to the success of this RFP and contract. Each criterion is point factored so that the committee member can base their response to the proposal or interview in a range of one (1) to ten (10). Where one (1) is poor and ten (10) is superior. Maximum points for each section is broken down below

Evaluation Criteria	Points Possible
Mandatory Requirements	Pass/Fail
<b>5.1 Operations</b>	
Technical:	500
<b>5.2 Proposers Qualifications</b>	500
<b>5.3 Ordering Support and Training</b>	
Cost:	1000
Attached Price sheet	
<b>TOTAL</b>	<b>2000</b>

**OneVision Response: OneVision understands and complies.**



**4.4 TECHNICAL EVALUATION AND SCORING**

Proposals are evaluated using a point method of award with predetermined criteria for each ME and E items identified in Section 5. Each proposal will first be evaluated against the mandatory proposal requirements. Proposals that fail to comply with the mandatory requirements will be rejected and receive no further consideration.

A detailed scoring evaluation will be conducted for those proposals that have passed the initial mandatory evaluation. The scoring evaluation will be accomplished in a consistent, uniform manner for all proposals. Members of the team will score each proposal according to the pre-established evaluation criteria and weights for relative importance.

**OneVision Response: OneVision understands and complies.**

**4.5 COST PROPOSAL EVALUATION**

The Proposer with the lowest cost will receive 1000 points. All other Cost Proposals will receive a portion of the 1000 available cost points, calculated as follows:

The lowest cost will be divided by the next lowest cost, and then multiplied by the total number of available points (1000):

		<u>Proposer A</u>	<u>Proposer B</u>
EXAMPLE:	Proposed	\$45,000	\$50,000

Proposer A would receive 1000 points for being the lowest cost proposal.

$$\$45,000 / \$45,000 = 1.0 \times 1000 = 1000.$$

Proposer B would receive 900 points in accordance to the formula:

$$\$45,000 / \$50,000 = 0.9 \times 1000 = 900$$

**OneVision Response: OneVision understands and complies.**

**4.4 Contract Award**

The State may, at its sole option, award multiple contracts. Award will be made to the lowest responsive and responsible bidder or Proposers whose proposals receive highest score based on the criteria outlined in this section. This RFP and Proposer's responses will be incorporated into any awarded contract or contracts. All responsive Proposers will be notified in writing of the award decisions.

**OneVision Response: OneVision understands and complies.**

## 5.0 TECHNICAL SPECIFICATIONS

**Introduction:** the Department of Administration issues this Request for Proposals (RFP) for a video and audio conference MCU with associated peripherals that include; an MCU with concurrent video and audio ports or licensing, firewall traversal hardware and end-point registration hardware, as well as scheduling and management software. In addition we are seeking endpoints for the STATE OF IDAHO and other PUBLIC AGENCIES as described in Idaho Code (IC)§ 67-2327.

It is the intention of the Department of Administration that multiple contracts may be awarded for the video conference equipment specified in this RFP to the lowest responsible bidder or Proposers. This contract will be mandatory for all State agencies of Idaho State government seeking to purchase any item included in a resulting contract or contracts, except as provided for in IC § 67-5747 or for products not included on the resulting contract or not manufactured by the contracted vendor or vendors .

**OneVision Response: OneVision understands and complies.**

### 5.1 Operations (M)

**Enterprise Operations (Item 001):** The Division of Public Work (DPW) in collaboration with the office of the CIO is coordinating a State enterprise level installation of an audio-video conference MCU. The DPW project with approval from the Permanent Building Find Advisory Council and with assistance from the office of the CIO is seeking to purchase a Tandberg MSE-8000 and Tandberg Management Suite software along with all the ports, licenses, and other peripherals listed in the attached technical specifications and technical drawing (Attachment A and B). For the purposes of this proposal the Enterprise video solution will include the Tandberg hardware and software items listed on the Enterprise tab of the Equipment Schedule attachment (C) as well as the Optional or Expansion items listed on the same tab. Proposers will also be required to meet all the technical requirements as outlined in the technical specifications in the Project document attachment (A) and supported by the Block Diagram attachment (B) representing the State's technical requirement and the intended placement of the State MCU and traversal hardware in the State's core enterprise network architecture.

Proposers making an offer on the Enterprise solution should fill in all the appropriate requested information for the specific hardware and software items identified in the Equipment Schedule (attachment C) for the Enterprise Solutions tab.

**OneVision Response: OneVision understands and complies.**

**Agency Operations (Item 002):** For the purposes of this proposal all video conferencing hardware requiring access to the State MCU or traversal through the State or an Agency firewall must meet all ITU-T standards applying to video conferencing. All hardware in a

Proposers offering must be compatible with the Enterprise MCU, Gatekeeper and Border Controller hardware and must be compliant with **ALL** ITU-T standards that apply to video conferencing. Agency solutions will consist of video conferencing endpoint hardware and software that would include but not necessarily be limited to:

- Cameras- both high and standard definition
- remote control(s)
- codec hardware or software
- fixed and portable display units including portable unit carts and hardware (Proposers should include all TV, Plasma, flat panel, and LCD display options)
- microphones
- power supplies
- desktop software and eyeball cameras
- audio, video, network and camera cables
- VCR/DVD document cameras
- overheard projectors and display screens (and spare parts for)

Proposers should include all hardware, systems, associated peripherals and software that could be used in conference room, board room or in education, telemedicine and telepresence environments. Proposers making an offer for Agency solutions should fill in all the appropriate information in the Equipment Schedule (attachment D) for the Agency Solutions tab. Proposers should insert as many rows as necessary to include their offered manufacturer or manufacturer's catalog of products as outlined above. Submit a separate completed price schedule (Attch. D) for each manufacturer solution proposed.

**OneVision Response: OneVision understands and complies.**

## **5.2 Bidder Qualifications (E)**

- The State may investigate, as it deems necessary, Proposers financial or technical ability to perform the services specified in this RFP. The State reserves the right to reject any proposals that fail to satisfy the State of each proposer's ability to carry out the obligations of the Contract. Proposers should include in their response their Company history and the length and nature of their relationship with the manufacturer's whose product or products they are bidding.

**OneVision Response:**

**OneVision was created by Tom Opsahl (former CFO/COO of Tandberg) and Ned Riley (EVP of Tandberg) after seeing a large void in the video market place. There were no companies that put their focus in service and support rather than just selling the "box".**

**OneVision Solutions was started to provide customers the choice to find a partner that is Service oriented with a core-competency in visual communications as a topology. Most video conferencing resellers were typically endpoint sellers, A/V Integrators or Network Carriers (AT&T, Sprint, etc) whose primary interest or capability was something other than building scalable, intelligent video solutions**

to meet the unique needs of the customer. Simply, video is not their core business.

OneVision Solutions is among the largest TANDBERG Platinum Partners in North America and maintains the highly acclaimed Accredited Support Partner Authorizations. Continuous and arduous certifications, audits and performance analysis must be achieved to maintain this Accreditation.

All employees have long, successful backgrounds in video conferencing, both from a manufacturer and/or reseller perspective with an average of over 8 years industry experience. We are focused on the fulfillment of solution-oriented products, both with respect to a highly capable, technical support department and the actual knowledgeable delivery of products to end-users. We have experienced tremendous success by delivering on the promise of “making things work”. We are committed to collaborating and consulting with our customers to provide the most viable solutions by Best of Breed Manufacturers to assure the highest Return on Investment, specific to each customer’s needs. OneVision Solutions specializes in the complete visual communications solution; from conception to implementation and maintains the most qualified and dedicated personnel.

OneVision Solutions has been a TANDBERG Platinum Partner and a TANDBERG Accredited Service Provider for 5 Years.

OneVision Solutions was awarded:

**2006 TANDBERG Southwest Partner of the Year Award**

**2008 TANDBERG Fastest Growing US Partner**

OneVision Solutions is Headquartered in Irving, TX.

- Provide a reference list of at least one (1) similar contract, within the continental United States for the services outlined in the RFP. Similar contract or contracts with other States are preferable. Regardless, any reference needs to be for similar services, of a similar size and with similar requirements. Include the date of start-up and the name and telephone number for each reference to be contacted. As part of the investigation of your company, State personnel will call, and may possibly make visits to the customers whose names you furnish

**OneVision Response:**

**TCPN: Covers 46 states:**

**Matthew Mackel**

*Contract Specialist*



7145 West Tidwell Road

Houston, TX 77092-2096

713.744.6349

[www.tcpn.org](http://www.tcpn.org)

**OneVision is also named as an agent of TANDBERG on state contracts in New York, Ohio, and Oklahoma.**

**OneVision is a named agent on TANDEBRG's GSA contract.**

### **5.3 Ordering, Support and Training (E)**

- Provide the State with typical ordering procedures for proposed services. In addition indicate if a WEB portal for ordering equipment can be made available for the State to order contract hardware and services. Provide in your response detailed information for any electronic, software or on-line WEB access tools your company may have for ordering, reporting trouble or to arrange for Administrator or end user training.

#### **OneVision Response:**

**All orders can be electronically submitted via email and fax to:**

**[Catkins@onevisionsolutions.com](mailto:Catkins@onevisionsolutions.com)**

**FAX:972.714.580.8435**

**OneVision Solutions currently does not have a WEB Portal for ordering. OneVision would be open to creating one for fulfillment of State of Idaho business.**

- Proposers must submit typical order schedules for turn-around time for equipment delivery.

#### **OneVision Response:**

**All equipment delivery schedules are dependent on the manufacturer, but average 2-4 weeks from date of customer PO.**

**However, OneVision Solutions will project manage delivery schedules for coincide with equipment installations. Example, equipment will not be onsite for 3 weeks waiting to be installed.**

- Proposers must describe what contracted maintenance would include such as but not limited to: trouble ticket response time, software upgrades, diagnostic tools and replacement parts.

#### **OneVision Response:**

**Please see Appendix A: OneVision Sample Maintenance & Service Agreement**

- Include the names of sales representatives, technical, training and relevant support staff or team that would be assigned to this contract. Qualification information for the sales representative, technical, training and support team must include name, phone number, and fax numbers, e-mail addresses, mailing addresses and years of experience and all relevant education and technical certifications.

**Ben Hall**

**Director of Sales**

Office: (972) 714-0540

Cell: (972) 743-4988

[bhall@onevisionsolutions.com](mailto:bhall@onevisionsolutions.com)

Ben served as the Southwest Regional Director for Tandberg with over 10 years in the video conferencing industry. Prior to that Ben was the GEM Account Manager & Strategic Account Manager for Tandberg. As well as the Director of Sales for NuVision, a Tandberg Company.

TANDBERG Technical Support

TANDBERG Infrastructure Engineer

TANDBERG TMS Technical Support

**Phillip Tetreault**

**Director of Technical Services**

Office: (972) 580-8430

Cell: (469) 337-7360

[phillipt@onevisionsolutions.com](mailto:phillipt@onevisionsolutions.com)

Phillip served 3 years in the United States Army and was a veteran of Desert Storm. After his Honorable Discharge from the Armed Forces, he attended Devry University from which he received his AASE degree in 1993. Phillip began working in the video conferencing arena in 1998. Since then he has held the titles of Field Service Manager (98-01) and Project Manager (01-04) at Wire One Communications, before coming to OneVision Solutions in his current role. Phillip has worked on high profile accounts in the Government and Education space such as Alamo Community College, Midland College, The University of Houston, and State of Texas D.I.R..

TANDBERG Technical Support

TANDBERG Infrastructure Engineer

TANDBERG TMS Technical Support

directPacket Technical Support and Design Engineer

Polycom Technical Support

Polycom Infrastructure Support Technician

V-Tel Technical Certification

Radvision Technical Certification

Glowpoint IP Video Network Support

Starbak Technical Sales/Support

Adtran Technical Support

Titan Security & Encryption (Federal)

**Doyle Owens**

**Services Sales Manager**

Office: (972) 714-0540

[dowens@onevisionsolutions.com](mailto:dowens@onevisionsolutions.com)

Doyle has over 9 years experience in the video conferencing industry. He headed NuVision, a TANDBERG company, maintenance and support practice for 2 years and was in a similar capacity with Wire One Communications. Doyle has been with OneVision.

TANDBERG Technical Support  
TANDBERG Infrastructure Engineer  
TANDBERG TMS Technical Support

### **Doug Quigley**

#### **Senior Technician (Remote & On-site)**

Office: (972) 580-0540 X50543

[dquigley@onevisionsolutions.com](mailto:dquigley@onevisionsolutions.com)

Installation of turn-key video networks and specialized/integrated rooms for 6+ years.

TANDBERG Technical Support  
TANDBERG Infrastructure Engineer

TANDBERG TMS Technical Support

directPacket Technical Support and Design Engineer  
Polycom Technical Support  
Polycom Infrastructure Support Technician  
Radvision Technical Certification  
Starbak Technical Sales/Support  
IP / ISDN Infrastructure Networks

- Submit information regarding the training resources that would be committed to this contract for both system Administrators as well as end-users. Please include typical training materials that would be made available for systems Administrator's and end-users.

#### **OneVision Response:**

**OneVision Solutions provides unlimited scheduled training via video for our customers who are covered under directResponse maintenance.**

#### **LIST OF ATTACHMENTS:**

**Attachment "A" – 001 - Enterprise System Specifications**

**Attachment "B" – 001 - Enterprise System Drawings**

**Attachment "C" – 001 - Enterprise Price Schedule**

**Attachment "D" – 002 - Agency Endpoint solutions Price Schedule**